

Glympse Training Guide

En Route Curbside Microsite

Version 1.1



August 2020

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Change Log

Rev No.	Type	Short Description	Date Updated	Edited by	Comments
v1.00	NEW	Microsite Curbside Training	07/25/2020	Britt Wilson	
v1.10	Add	Pickup Details/2 way message	8/31/2020	Britt Wilson	

In-Store Fulfilment / Picker App

En Route App (ERA) is where the in-store fulfillment team can power the Glympse Curbside Pickup experience. It is a hybrid-native application that can be installed on any iOS or Android device through the respective app stores or through a partner's mobile device manager (MDM).

Log In & Profile

An in-store or fulfillment center employee logs into the Glympse En Route app with a preset username (in the form of an email) and preset password. Users can reset their password by sending a link to the email address associated with their username (if enabled).

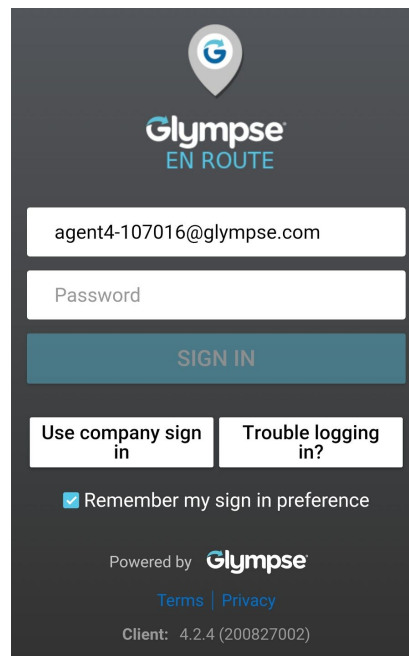


Figure 1. En Route App Login

- Within the En Route App, each 'organization' or Org is a grouping of agents and/or other sub-organizations in a hierarchy. The org hierarchy allows users at higher levels to see data for lower levels.
- If enabled, a user of En Route App can reset their password by receiving a message to the email address associated with their profile.
- En Route App also supports SAML2 single-sign-on. Contact your Glympse representative to discuss if this would be a good option for your team.

Glympse Org Management and User Access Control

- Each user of En Route App will need to have their own unique profile, with a name, external display name, email, username, and password. Optionally, they can also have an avatar, search tags, and foreign_id (partner's identifier) associated with their profile.
- Partners should use Glympse En Route REST APIs to create & maintain the org hierarchy, which is used to add or change employee data to reflect any HR / Team structure changes accordingly.

App Permissions

The En Route App needs the following permissions in order to properly function.

- Push Notifications: These are used to deliver updates and messages from the Glympse Server and Consumer location sharing experience to the application (Figure 2).
- Location: The app may request location permissions, however, they are not needed for this experience. (Figure 3).

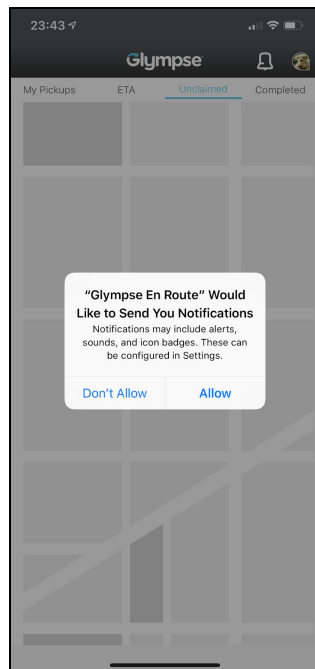


Figure 2. Notification Permission Dialogue

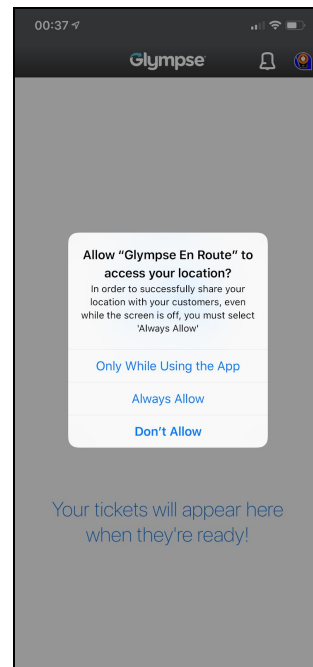


Figure 3. Location Permission Dialogue

Home Screen (Pickup Record Feed)

When you log into the app, there are 5 main sections:

My Pickups | ETA | Unclaimed | Hold | Completed

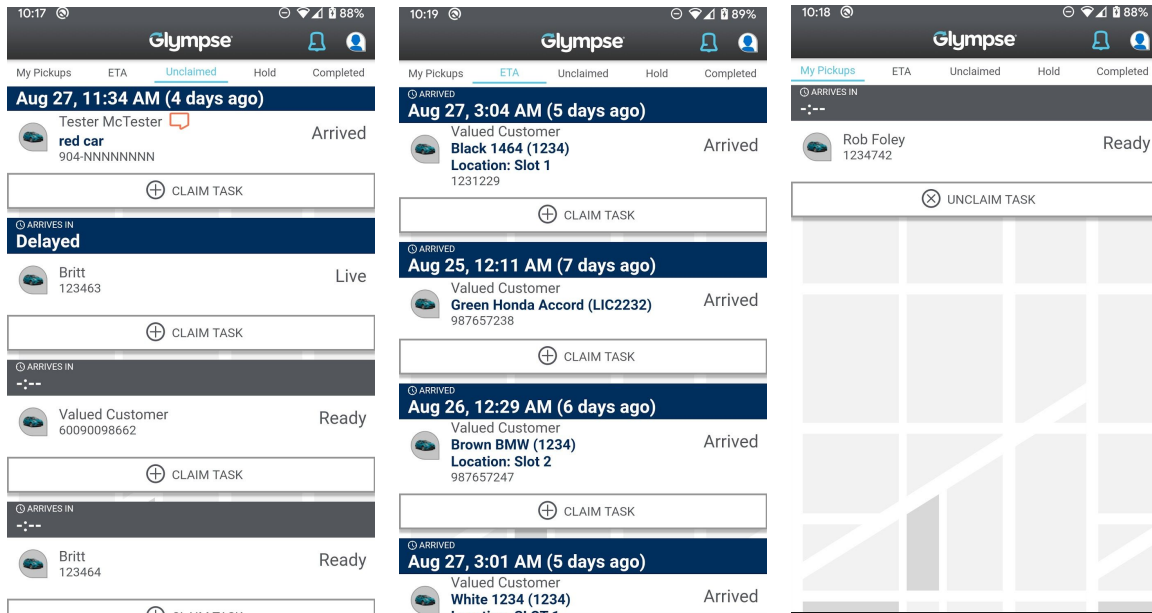


Figure 4. Home Screen (Pickup Record Feed)

- My Pickups is where the logged-in user will see any pickups that have been specifically assigned to them, providing a quick way to keep track of responsibilities. All assigned pickups in statuses other than Hold/Completed/Cancelled will be seen here.
- ETA lists all pickups for the store that are currently statused as En Route or Arrived.
- Unclaimed functions similarly to My Pickups, but is for all pickups that are not assigned to any specific user. A user can choose to assign the pickup to themselves from here.
- Hold is a list of any pickups that are put into a Hold status, typically used if something has gone wrong with the pickup process, such as the customer missing their scheduled pickup window.
- Completed is a list of all Completed pickups for the store that have been marked as Completed/Delivered. This will also contain orders that have been Cancelled.

Pickup Record Detail

When an order is fulfilled and a consumer opts to send a Manual ETA from the Partner's e-commerce app the order will be transitioned to Live phase and the Manual ETA will be displayed on the pickup detail page. When the customer arrives, the order will transition to the Arrived phase. If the customer submits vehicle information, this will update next to the customer name.

If a customer sends any messages through our system, the Message button will turn blue, driving additional awareness to the customer message.

Once the customer has arrived and the order has been completed, the employee can mark the order as "Deliver" from the app which will transition the order to the Complete phase.

The Take Action button allows you to access the Hold and Cancel phases. Hold can be used to indicate that the customer is intending to pick up their order, but needs to reschedule pickup. Cancel would be for a customer who is asking to cancel the pickup.

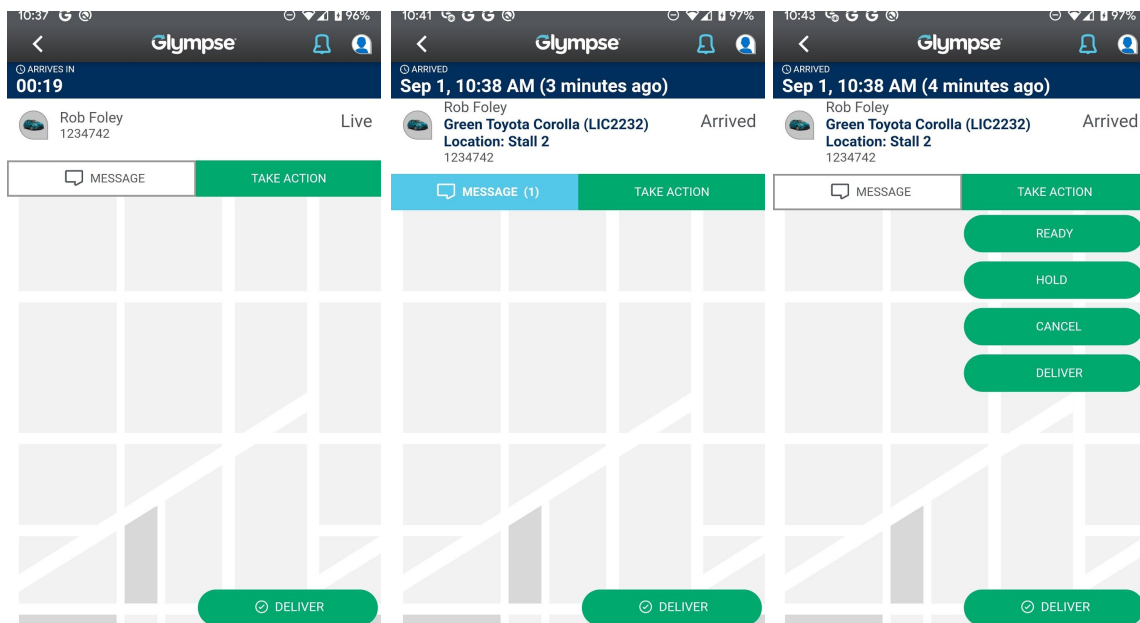


Figure 5. Pickup Record Detail

Two Way Messaging

Once a customer has sent a Manual ETA or has marked “I have arrived”, there will be the ability for the customer to send messages to the agent. This can often be used when there are questions about where to park, or questions about their order.

The messages coming from the customer have the ability to display in the notification tray with the customer’s name and message. Clicking this will bring you into the Pickup Messaging, where you can respond back to the customer.

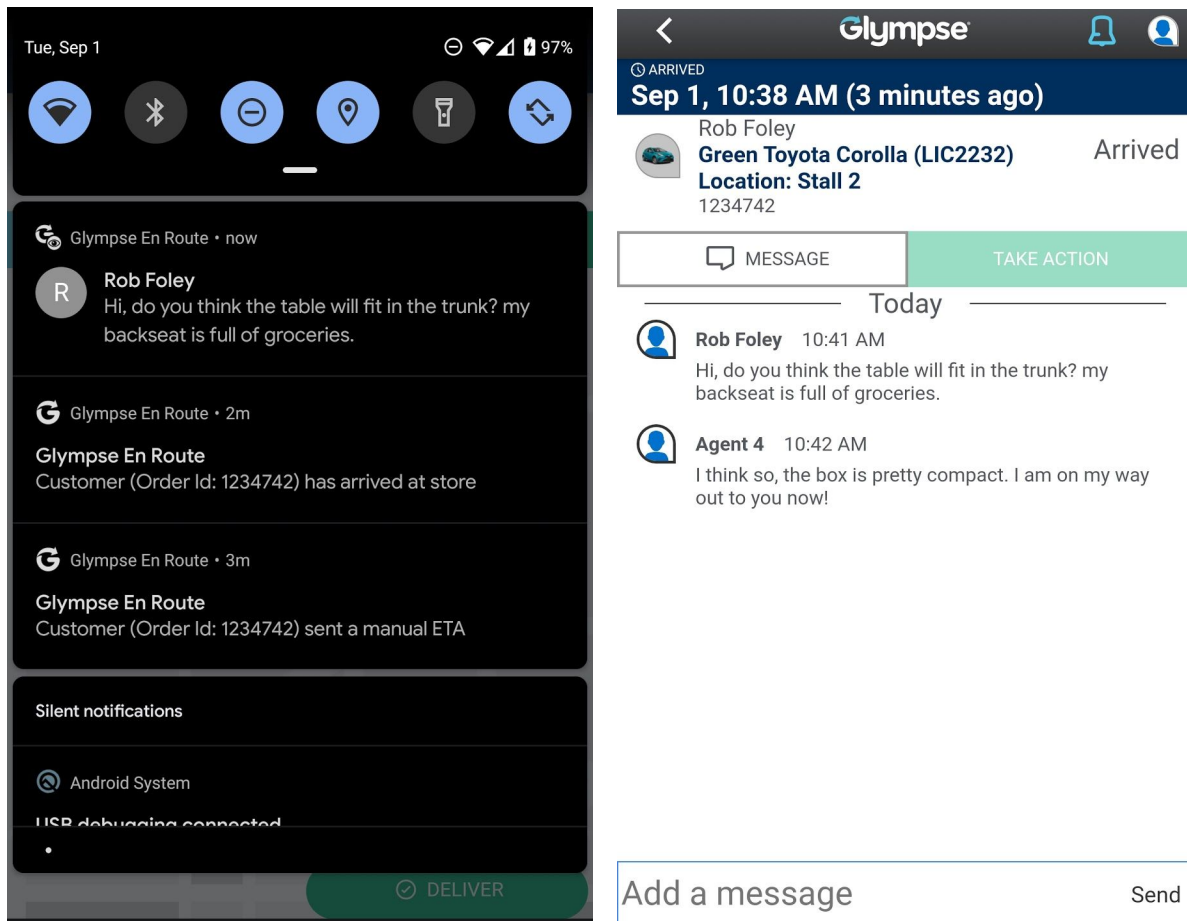
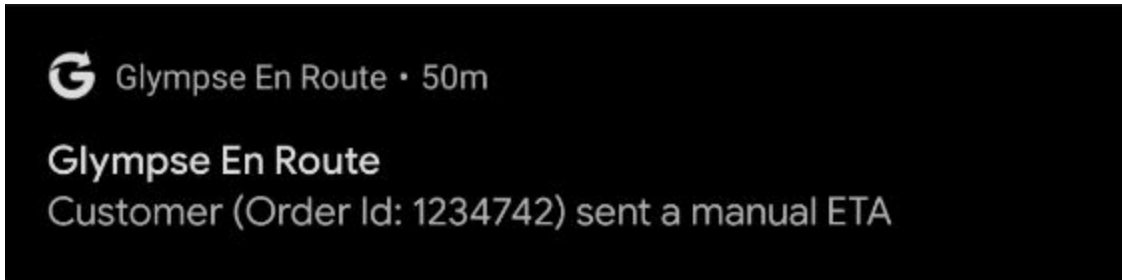


Figure 6. Two Way Notifications

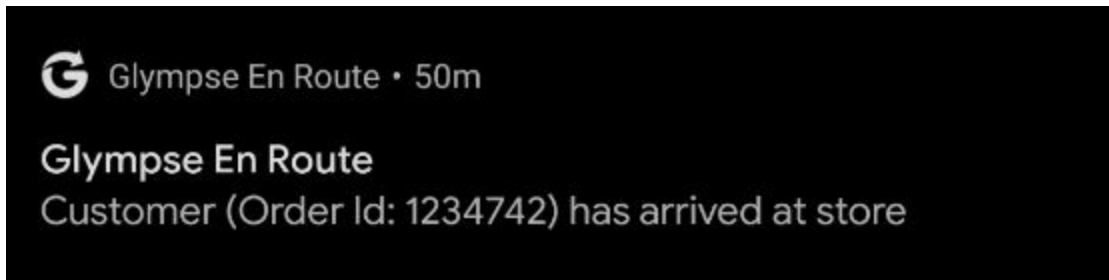
App Notifications

As Customers start sharing their locations through the pickup process, agents who are assigned to those orders (or all logged in agents if the order is not assigned) will start receiving notifications in the En Route App. These are 3 main notifications that will be seen:

- When a customer sends a Manual ETA:



- When a customer sends a Manual "I have arrived":



- When a customer sends a message:



En Route Console - Pickup Modules

En Route Console is a desktop web application designed to be used by in-store fulfillment personnel, customer care agents, and managers/analysts concerned with the data generated as part of the Curbside Pickup last-mile experience.

Login & Profile

En Route Console (ERC) is accessed via any internet connected device with a web browser such as a point of sale or tablet. In-store it should be logged in with the preconfigured store account. This will give users assigned to the store visibility to Pickups to be fulfilled at a particular location.

The Production link to the En Route Console Kiosk:

<https://enroute.glympse.com/#/kiosk/>

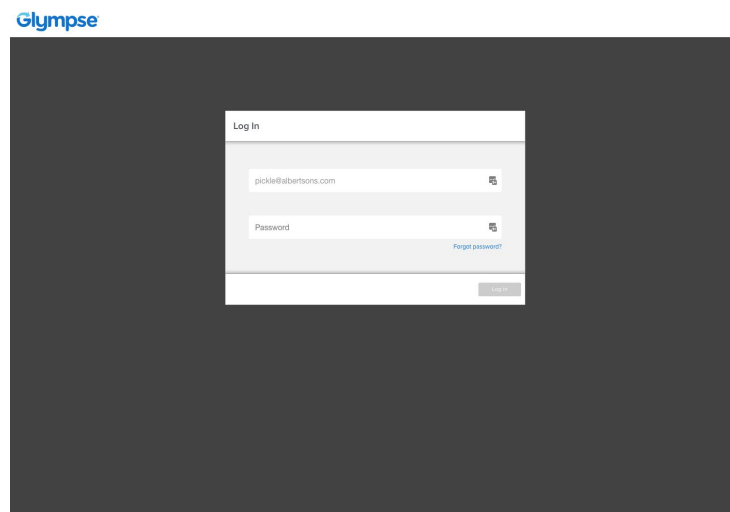


Figure 8. En Route Console Login

Kiosk Mode

When placed in Kiosk Mode En Route Console is meant to be a “live-ops” view of all Curbside Pickup activity at a given location within a 48+ hour window (48 hours previous and into the future). The list is default sorted by phase & ETA/Due Time. Pickups that are Arrived are at the top and highlighted in green, Pickups that are Live are next, then Ready, New, and at the bottom Complete. ETA is displayed when a Pickup is in Live phase otherwise the Due Time of the Pickup is displayed.

STATUS	ORDER ID	ETA	SPECIALIST	PHASE
NEW	1237409	--:--	Joe Albert	MARK READY
READY	1231399	--:--	Joe Albert	MARK DELIVERED
EN ROUTE	1232126	6 minutes	Joe Albert	MARK DELIVERED
ARRIVED 00:00	1235373	ARRIVED	Joe Albert	MARK DELIVERED
ARRIVED 00:01	1232063	ARRIVED	Joe Albert	MARK DELIVERED
ARRIVED 00:02	1239751	ARRIVED	Joe Albert	MARK DELIVERED
COMPLETED	1233595	--:--	Joe Albert	

Figure 9. Kiosk View

New Orders & Assigning

Kiosk allows a manager level login to acknowledge & assign users to particular Pickup orders.

Glympse

17 NEW ORDERS

STATUS	ORDER ID	ETA	SPECIALIST	PHASE
ARRIVED 41:27	1235576 Kelsea	ETA ARRIVED	Cathy Carrot REASSIGN	[Icons]
ARRIVED 41:16	1239622 Kelsea	ETA ARRIVED	Unassigned ASSIGN	[Icons]
ARRIVED 39:21	1231891 Kelsea			[Icons]
ARRIVED 38:30	1238391 Kelsea			[Icons]
ARRIVED 13:15	1230237 Kelsea			[Icons]
ARRIVED 12:51	1237750 Kelsea			[Icons]
NEW [Icon]	1231335 Kelsea	ETA ---	Unassigned ASSIGN	[Icons] MARK READY
NEW [Icon]	1230093 Kelsea	ETA ---	Unassigned ASSIGN	[Icons] MARK READY
NEW [Icon]	1232712 Kelsea	ETA ---	Unassigned ASSIGN	[Icons] MARK READY

New Order Modal

1239622

Total items: --

Scheduled time: 7:33AM

Assigned to: Unassigned

ASSIGN

Assign To Modal

Name # Assigned

nick_pickup4@glympse.com 0

ecg_test@glympse.com 0

Billy the kid 0

Cathy Carrot 1

George Smith 0

Sam Steak 0

Bernard Kroger 0

Union Square 0

CONFIRM

Figure 10. New Orders & Assign

Pickup Detail Modal & Changing Pickup Phase

Clicking a particular Pickup record will It can also be used to change the phase of a Pickup from New to Ready or Arrived to Complete.

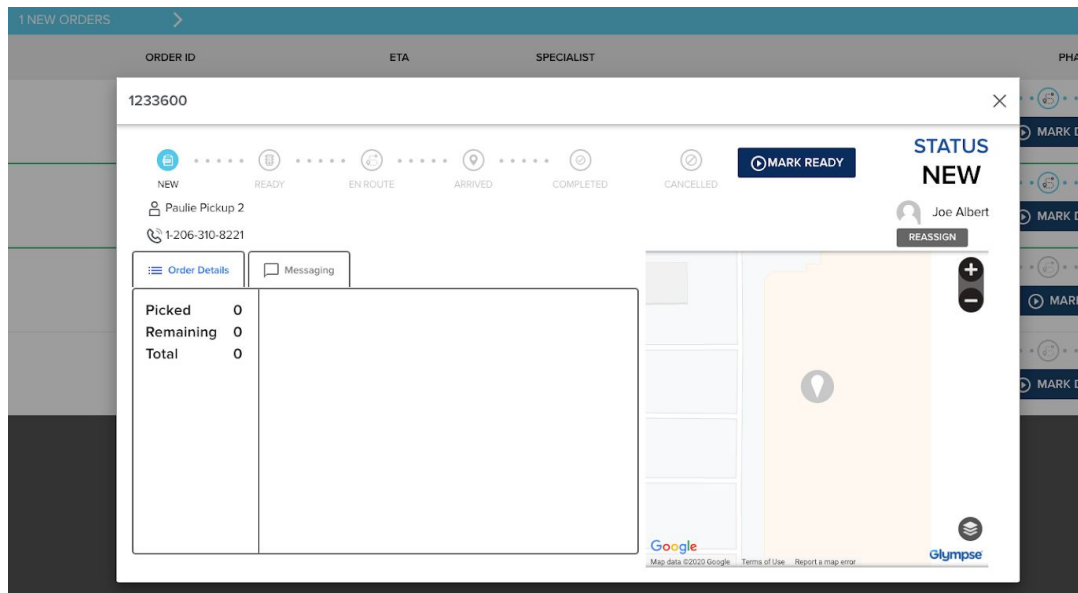


Figure 11. Pickup Detail & Phase Change

Employee Id & Pin Credentials

Actions such as assigning, or changing phase on a Pickup record will require the user to enter their unique employee id and a pin code (both are preconfigured by the store admin or Glympse representative). Optionally, interactions with Kiosk can be restricted to certain users with manager permissions. Please see your Glympse representative if this is something you would like enabled.

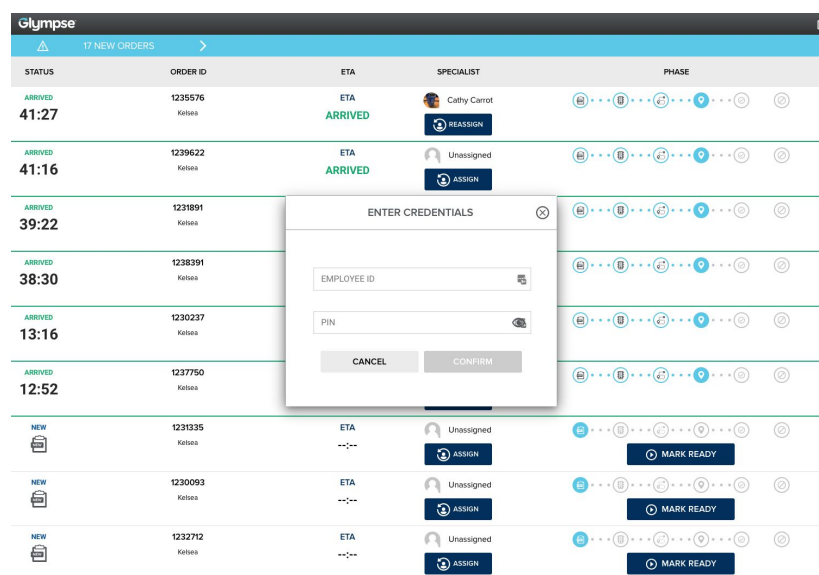


Figure 12. Employee Credentials